

# QUALIFIED APPLICATOR CERTIFICATE PACKET

## Contains the following documents:

- Licensing Requirements
- Application & Instructions
- Pest Control Category Descriptions
- Fact Sheet
- Knowledge Expectations & Study Materials
- Exam Schedule
- Visa/Mastercard Transaction Form
- Customer Service Survey Form

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**Retain for your information.**

***Do You Need This License?***

If you are a person who uses or supervises the use of federally restricted use pesticides or State restricted materials for any purpose or on any property other than that provided by the definition of "private applicator", you must possess a valid Qualified Applicator Certificate (QAC).

This certificate is also required by anyone who is in the business of maintenance gardening and performs pest control that is incidental to such business. In this situation, the QAC holder would have to possess the Maintenance Gardener Category (Q) or the Landscape Maintenance Pest Control Category (B) on their certificate, and obtain a Maintenance Gardener Pest Control Business License.

***Basic Licensing Requirements***

**Examinations**

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A QAC is obtained by passing the Laws, Regulations and Basic Principles examination and at least one pest control category examination (3CCR section 6504). The pest control categories available under this certificate are as follows:

- |   |  |
|---|--|
| A. Residential, Industrial, and Institutional | I. Animal Agriculture                              |
| B. B. Landscape Maintenance                   | J. Demonstration and Research                      |
| C. Right-of-Way                               | K. Health Related                                  |
| D. Plant Agriculture                          | L. Wood Preservative (Subcategories of A and/or C) |
| E. Forest                                     | M. Antifouling Tributyltin (Subcategory of A)      |
| F. Aquatic                                    | N. Sewer Line Root Control (Subcategory of A)      |
| G. Regulatory                                 | Q. Maintenance Gardener (Subcategory of B)         |
| H. Seed Treatment                             |  |

The scope of the categories are provided on DPR's website at <[www.cdpr.ca.gov/docs/license/cat\\_qac\\_11-03.pdf](http://www.cdpr.ca.gov/docs/license/cat_qac_11-03.pdf)> and the specific Federal Standards for Certification of Commercial Applicators are at <[www.cdpr.ca.gov/docs/license/fedstds\\_12-03.pdf](http://www.cdpr.ca.gov/docs/license/fedstds_12-03.pdf)>.

**Study Material**

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You can view a suggested [Study Material List](#) at <[www.cdpr.ca.gov/docs/license/study\\_mat\\_qac\\_11-03.pdf](http://www.cdpr.ca.gov/docs/license/study_mat_qac_11-03.pdf)> to help you prepare for the examinations.

**Laws and Regulations that apply to this license, may be viewed at <[www.cdpr.ca.gov](http://www.cdpr.ca.gov)>:**

- [California Code of Regulations \(Title 3\) \(3CCR\)](#)
- [California Food and Agricultural Code \(Divisions 6, 7 and 13\)](#)
- [Laws and Regulations Study Guide](#) at <[www.cdpr.ca.gov/docs/license/l&rpage.htm](http://www.cdpr.ca.gov/docs/license/l&rpage.htm)>.

### ***Once You've Become Licensed or Certified***

A list of valid licenses may be viewed at <[www.cdpr.ca.gov/docs/license/currlic.htm](http://www.cdpr.ca.gov/docs/license/currlic.htm)>.

### **Continuing Education**

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Once you have obtained your certificate, you must:

- Accumulate at least 20 hours of approved continuing education every two (2) years before license renewal. A minimum of four (4) of the 20 hours must include the topic of pesticide laws and regulations (3CCR section 6511).
- QAC holders who have **only** the Landscape Maintenance Pest Control Category (Category Q) and who currently possess a valid Maintenance Gardener Pest Control Business license, only need eight (8) hours of approved continuing education. At least two (2) of the eight (8) hours must cover the topic of pesticides and pest control laws and regulations.
- Your renewal notice from DPR will include the number and general topic areas of approved continuing education hours required to renew your license or certificate.

DPR-approved CE courses can be viewed at <[www.cdpr.ca.gov/docs/license/liccert.htm](http://www.cdpr.ca.gov/docs/license/liccert.htm)>.

### ***Licensing, Renewal, and Other Fees***

#### **Application Fee**

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If you are applying for a QAC certificate for the first time, the application fee is \$40.00 (3CCR section 6502). This fee does not include any examinations required to obtain a QAC certificate.

#### **Examination Fees**

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An examination fee of \$50.00 is required (3CCR section 6505) for each initial examination and each reexamination (due to rescheduling or failure to pass) including:

- Laws, Regulations, and Basic Principles
- Each pest control category

#### **2<sup>nd</sup> Year Fee Notice**

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If your examination results indicate you have passed the required examinations to receive a valid license, you may receive a 2<sup>nd</sup> Year Fee Notice. The notice will inform you that you are in the first year of a two-year license cycle; an additional 2<sup>nd</sup>-year fee of \$30 will be required in order to issue your license. The license/certificate two-year cycles are as follows:

- The license of individuals with last names beginning with **A** through **L** expire on December 31 of even-numbered years (i.e., 2004, 2006, 2008, etc.)

- The license of individuals with last names beginning with **M** through **Z** expire on December 31 of odd-numbered years (i.e., 2005, 2007, 2009, etc.)

### **Annual Renewal Fee**

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The license renewal fee is \$30 per calendar year, to be paid to DPR every two (2) years for a total cost of \$60 (3CCR section 6502). The two-year certificate renewal fee is not prorated if the certificate is renewed late.

### **Late Renewal Fee**

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A late fee of 50 percent (50%) of the total renewal fee will be assessed for each license and/or certificate postmarked after December 31 of the expiration year.

### **Name/Address Change and Duplicate/Replacement Fees**

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A fee of \$20 is required for name changes. It is also required for any requests for a duplicate or replacement license or certificate (3CCR section 6508). DPR will not issue a new license (card) when an address change is received unless requested by the licensee or certificate holder and accompanied by the \$20 fee. A maximum fee of \$20 is required for all name and/or address changes or requests for a duplicate or replacement license **when submitted on a single application form**.

Every person to whom a license or certificate is issued must notify the Licensing and Certification Office in writing of any name and/or address change.

- Legal documents and a fee of \$20 are required in order to make a name change. A new license will be automatically issued for all name changes.
- The change of address form is available on DPR's website at [www.cdpr.ca.gov/docs/license/lcforms.htm](http://www.cdpr.ca.gov/docs/license/lcforms.htm) or by calling (916) 445-4038. A \$20 fee for an address change is **only** required when the licensee requests a new license.

The \$20 fee is **waived** when a license is printed to add a pest control category after successfully passing the examination.

## ***General Information***

### **Timelines for Processing Applications**

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DPR has established time periods for processing permit applications, in compliance with Government Code sections 15374-15378. DPR may take up to 100 days to complete the processing of this application. Failure to comply with these time periods may be appealed to the Agency Secretary, California Environmental Protection Agency, P.O. Box 2815, 1001 I Street, Sacramento, California 95814, pursuant to regulations set forth in 3CCR section 301. Under certain circumstances, the Agency Secretary may order that the applicant receive a reimbursement of filing fees.

## **Timelines for Applications/Examinations**

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DPR schedules [examinations](#) beginning with February, in various locations throughout the state. The examination code schedule is located on DPR's website at [www.cdpr.ca.gov/docs/license/liccert.htm](http://www.cdpr.ca.gov/docs/license/liccert.htm). Your application *must* be postmarked by the final filing date in order to process your application for the month, location and examination(s) *you* request.

## **License Duration**

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A new license may be issued for less than one year, one year, less than two years or two years. Each renewed license is valid for two (2) years unless renewed late.

## **The Most Common Mistakes and How to Avoid Them**

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The most common application errors made are incorrect fees, missing the final filing date, and not specifying the month and location where you want to take the examination. You can avoid these errors by reading the application instructions carefully, marking filing dates on a calendar, and mailing your application to DPR on or before the final filing date. If you have questions regarding any information, call (916) for assistance.

## **DPR Licensing and Certification Location**

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Department of Pesticide Regulation  
Pest Management and Licensing Branch  
Licensing and Certification Program  
1001 I Street  
Sacramento, CA 95814-2828

## **Questions**

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Call: (916) 445-4054  
Email: [licensing-qac@cdpr.ca.gov](mailto:licensing-qac@cdpr.ca.gov)

**QUALIFIED APPLICATOR CERTIFICATE APPLICATION**

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DEPARTMENT OF PESTICIDE REGULATION  
PEST MANAGEMENT AND LICENSING BRANCH  
LICENSING AND CERTIFICATION PROGRAM1001 I STREET  
SACRAMENTO, CALIFORNIA 95814-2828

(916) 445-4038

FAX - (916) 445-4033

Web site: <http://www.cdpr.ca.gov/>**The mailing address you indicate on this application is your address of record for your license/certificate. Therefore it is public information. You may wish to use a post office box in lieu of the physical address as an address of record.****A. Application Type.** Check the appropriate box(es).☐ NEW APPLICATION - FIRST TIME APPLICATION☐ REEXAMINATION - FAIL OR NO SHOW  
ON PREVIOUS EXAMS☐ DUPLICATE/REPLACEMENT CERTIFICATE☐ PEST CONTROL CATEGORY EXAMINATION☐ NAME/ADDRESS CHANGE☐ OTHER - Specify \_\_\_\_\_**B. Applicant Information.** Please print or type.

NAME (Last)	(First)	(Middle Initial)	QAC NUMBER/EXAM ID NUMBER	HOME TELEPHONE NUMBER ( )
MAILING ADDRESS (Number and Street)			SOCIAL SECURITY NUMBER (Optional)	WORK TELEPHONE NUMBER ( )
(City)	(County)	(State)	(ZIP Code)	CELL TELEPHONE NUMBER ( )
CURRENT EMPLOYER (Check only one box) <input type="checkbox"/> City <input type="checkbox"/> County <input type="checkbox"/> State <input type="checkbox"/> Federal <input type="checkbox"/> Pest Control Business <input type="checkbox"/> Maintenance Gardener <input type="checkbox"/> Private Business <input type="checkbox"/> Other				EMAIL ADDRESS
EMPLOYER NAME AND MAILING ADDRESS (If Applicable) (Name, Number and Street, City, State, Zip Code)				

**C. Laws, Regulations and Basic Principles Examination.** Exemption. See instructions on reverse.☐ EXEMPT - Check this box and enter the number from your current license or certificate if you are exempt from this examination.

PEST CONTROL ADVISER LICENSE NUMBER	QUALIFIED APPLICATOR LICENSE NUMBER	JOURNEYMAN PILOT CERTIFICATE NUMBER	APPRENTICE PILOT CERTIFICATE NUMBER
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**D. Examinations.** Indicate the examination(s) you want to take by checking the appropriate boxes. See instructions on reverse.☐ (R) Laws, Regulations and Basic Principles (80 questions)☐ (A) Residential, Industrial, and Institutional (50 questions)☐ (B) Landscape Maintenance (50 questions)☐ (C) Right-of-Way (50 questions)☐ (D) Plant Agriculture (50 questions)☐ (E) Forest (50 questions)☐ (F) Aquatic (50 questions)☐ (G) Regulatory (100 questions)☐ (H) Seed Treatment (25 questions)☐ (I) Animal Agriculture (50 questions)☐ (J) Demonstration and Research (100 questions)☐ (K) Health Related (100 questions)☐ (L) Wood Preservation (Subcategory of A and C) (100 questions)☐ (M) Antifouling-Tributyltin (Subcategory of A) (50 questions)☐ (N) Sewer Line Root Control (Subcategory of A) (66 questions)**E. Examination Schedule.** To complete this section, see attached Examination Schedule for the month, date, and location.

EXAMINATION MONTH	EXAMINATION SITE LOCATION
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**F. Reasonable Accommodation.**☐ Check if you need reasonable accommodation to take a written exam.**G. Fees. All fees are non-transferable and non-refundable.**

	Amount	# of Exams	Total Amount
New Applicant Fee	\$40	---	\$ _____
Examination Fee	\$50	X	\$ _____
Name/Address Change, Duplicate/Replacement Fee	\$20	---	\$ _____
<b>Total Fees Due/Enclosed</b>			\$ _____

**H. Read Before Signing.** During the last three years have you had any administrative, civil, or criminal action taken against you for violation of any State or federal laws or regulations relating to the application or use of pesticides that resulted in disciplinary or in which any disciplinary action is pending?☐ YES (State explanation below.)☐ NO**I. I declare under penalty of perjury, under laws of the State of California, that the above information is true and correct.**

APPLICANT SIGNATURE	DATE SIGNED
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<b>FOR OFFICIAL USE ONLY</b>	CERTIFICATE NUMBER	COMPUTER ENTRY DATE	RC RECEIVED AND DATE
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**Instructions on reverse**

**QUALIFIED APPLICATOR CERTIFICATE APPLICATION INSTRUCTIONS**

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**A. Application Type.** Check the appropriate box(es).

- ☐ **New Application:** If you:
- ✓ Are applying for a Qualified Applicator Certificate for the first time.
  - ✓ Failed to obtain your certificate within 12 months from the first date you scheduled your examination.
  - ✓ Failed to meet the renewal requirements by the expiration of your certificate.
- ☐ **Add Pest Control Category(ies):** Requesting to take pest control category examinations not yet taken. If passed, the category(ies) will be added to your existing certificate.
- ☐ **Reexamination:** Scheduling an examination on which you failed to obtain a passing score or failed to appear for a previously-scheduled examination.
- ☐ **Duplicate/Replacement Certificate:** Requesting a duplicate or replacement certificate.
- ☐ **Name/Address Change:** Requesting a name and/or address change. Submit a copy of the legal document substantiating the name change. Address changes may be made directly on the application form.
- ☐ **Other:** Any other change, please specify the change.

**B. Applicant Information:** Enter your name, Qualified Applicator Certificate or Exam Identification Number if applicable, address, email address, home, work, and cell telephone numbers, Social Security number (optional), employment type, and current employer (if applicable). **NOTE:** The Department of Pesticide Regulation (DPR) utilizes your Social Security number as an alternate source of applicant identification, as many names are similar. Providing your Social Security number is strictly voluntary in accordance with the Privacy Act of 1974 (PL-93-579). This is not public information and will not appear on any publication, etc. produced or distributed by DPR.**C. Laws, Regulations and Basic Principles Examination.** Exemption. If you have passed the Laws, Regulations and Basic Principles Exam within one (1) year or have a current Pest Control Adviser License, Qualified Applicator License, Journeyman Pilot Certificate or Apprentice Pilot Certificate, check the "Exempt" box. To qualify for this exemption, you must enter the number from your current license or certificate.**D. Examinations.** Indicate the examinations you want to take by checking the appropriate boxes. In addition to the Laws, Regulations and Basic Principles Examination, each new applicant must successfully pass at least one of the pest control categories (A-N) before a Qualified Applicator Certificate is issued. A maximum of four (4) examinations may be scheduled per location (testing may occur at only one location per month).**E. Examination Schedule.** Indicate the exam month and location in the appropriate boxes. This information may be obtained from the Exam Schedule provided with the General Information Packet or from DPR's web site at <[www.cdpr.ca.gov](http://www.cdpr.ca.gov)>. The exam schedule gives the location, schedule, and final filing dates. If you are requesting to take the examination(s) at a specific location and date, your application must be *postmarked* by the final filing date for that location.**F. Reasonable Accommodation.** Reasonable Accommodation will be provided to applicants who need assistance to take a written exam. If you check "Yes", you will be contacted via telephone or mail to make specific testing arrangements.**G. Fees. All fees are non-transferable and non-refundable.**

New Applicant Fee: \$40

Name/Address Change Fee: \$20 (see below)

Examination Fee: \$50

Duplicate/Replacement Fee: \$20 (see below)

A new applicant fee is only required if you meet the criteria for a "New Application" as stated above in Section A, Application Type.

An examination fee of \$50 is required for each examination (including Laws, Regulations and Basic Principles) you are requesting to schedule. A fee for an address change is only required when the certificate holder requests a new certificate be issued (printed and mailed). A maximum fee of \$20 is due for all name/address changes and requests for a duplicate/ replacement certificate submitted on a single application. The \$20 fee is waived when a certificate is printed to add a category after successfully passing the examination.

**H. Read Before Signing.** Check appropriate box.**I. Declaration/Signature Block.** Sign and date your application. Enclose a check, money order or credit card payable to "Cashier, DPR" and mail to: Cashier, Department of Pesticide Regulation, P.O. Box 4015, Sacramento, California 95812-4015.

*State of California*  
**QUALIFIED APPLICATOR CERTIFICATE**  
**PEST CONTROL CATEGORIES**  
REV. 10/04

DEPARTMENT OF PESTICIDE REGULATION  
PEST MANAGEMENT AND LICENSING BRANCH  
1001 I Street  
P.O. Box 4015  
Sacramento, California 95812-4015  
Phone: (916) 445-4038 Fax: (916) 445-4033  
Web site at <<http://www.cdpr.ca.gov>>

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**Retain for your information.**

***Purpose***

This document provides general information to help applicators identify the most appropriate category for the type of pest control they will be performing. Contact the Department of Pesticide Regulation (DPR) with questions.

***Qualified Applicator Certificate Categories***

**A. Residential, Industrial and Institutional.**

This category allows a person to use or supervise the use of restricted use pesticides to control pests in human dwellings, industrial establishments (including packing plants, food manufacturing and processing plants, warehouse, grain elevators and factories) or institutions (including schools, hospitals, and office buildings). Also included in this category are non-landscaped outside areas (such as storage yards, tank farms, or electrical substations) directly related to the operation of buildings or facilities. This category does not cover the use of pesticides for landscape maintenance.

**NOTE:** Structural pest control for hire is not allowed within the scope of this category. Structural pest control involves the control of pests, which may invade households or other structures. A business involved in structural pest control for hire is licensed by the Department of Consumer Affairs, Structural Pest Control Board. For more information, write to the Structural Pest Control Board, 1422 Howe Avenue, Suite 3, Sacramento, California 95825-3280; or call (916) 263-2544.

**B. Landscape Maintenance.**

This category allows a person to use or supervise the use of restricted use pesticides to control pests in natural or planted ornamental and turf landscaped areas and other outside areas around buildings. Typical areas included in this category are residential yards (including home gardens and orchards), recreation areas, schoolyards, vacant lots, storage yards, greenbelts, and other similar sites. It also includes landscaped street medians and sidewalk areas, and areas such as walkways and parking lots directly related to landscaped areas. In addition, this category covers landscaped areas in enclosed shopping malls and indoor plants. *This category does not include direct application to running or standing water.*

**NOTE:** Maintenance Gardeners who apply any pesticide (restricted use and/or general use) incidental to their gardening business must obtain a Maintenance Gardener Pest Control Business License (PR-PML-004) (Rev. 10/03). To qualify for this business license, the gardener needs a Qualified Applicator Certificate with the Maintenance Gardener Pest Control Category (Q) or the landscape maintenance pest control Category (B). This business license limits the gardener to incidental pest control in ornamental and turf planting indoors and outdoors, in commercial parks, or surrounding structures. The Department considers “commercial parks” and “surrounding structures” to mean the following:



- A “commercial park” is a tract of land where several commercial establishments (e.g., stores, offices, restaurants, warehouses, factories) are located. Business parks, industrial parks, office parks, and shopping centers or malls are considered commercial parks.
- Plantings “surrounding structures” are ornamental and turf plantings that are incidental to and placed near or close to structures such as buildings, brick walls, fountains, fences, statutes, etc.

*The Maintenance Gardener Pest Control Business License does not include pest control work in areas such as on golf courses, parks, cemeteries, or similar areas.*

- C. **Right-of-Way.** This category allows a person to use or supervise the use of restricted use pesticides to control pests in the the maintenance of roads, highways, power lines, telephone lines, pipelines, canals, railroads or other similar sites. It also includes landscaped right-of-way areas. *This category does not include direct application to running or standing water.*
- D. **Plant Agriculture.** This category allows a person to use or supervise the use of restricted use pesticides to control pests in the production of food, feed, fiber or ornamental crops as well as on grasslands and noncrop agricultural areas. It also includes applications to rice and similar crops grown in wet or flooded fields. *This category does not cover applications to running or standing water.*
- E. **Forest.** This category allows a person to use or supervise the use of restricted use pesticides to control pests in forest, forest nurseries, and forest seed-producing areas. *This category does not include direct applications to running or standing water.*
- F. **Aquatic.** This category allows a person to use or supervise the use of restricted use pesticides to control pests in or on standing or running water. This category does not include the use of restricted use pesticides for Health Related, Regulatory, Demonstration and Research, or Sewer Line Root pest control purposes.
- G. **Regulatory.** This category allows a person to use or supervise the use of restricted use pesticides in official government programs for the control of regulated pests.
- H. **Seed Treatment.** This category allows a person to use or supervise the use of restricted use pesticides to protect seed for planting.
- I. **Animal Agriculture.** This category allows a person to use or supervise the use of restricted use pesticides to control pests on animals and the facilities in which the animals are confined.
- J. **Demonstration and Research.** This category allows a person to use or supervise the use of a restricted use pesticide when demonstrating proper application techniques or conducting field research. This category is not required of applicators who demonstrate proper techniques provided they hold all specific categories covering the type of pest control being performed.
- K. **Health Related.** This category allows a person to use or supervise the use of restricted use pesticides in official programs for the management and control of pests having medical and public health importance.
- L. **Wood Preservation (Subcategory of A and C).** This category allows a person to use or supervise the use of restricted use pesticides to control pests that damage wood. This category includes wood preservation application within the scope of Residential, Industrial and Institutional, and Right-of-Way pest control categories.

- M. **Antifouling Paints or Coatings Containing Tributyltin (Subcategory of A).** This category allows a person to use or supervise the use of antifouling paints or coatings containing tributyltin to control the growth of aquatic organisms on the hulls of ships.

**NOTE:** California law allows the use of this pesticide only on aluminum vessel hulls, commercial or recreational vessel hulls 82 feet or more in length, and on outboard motors and lower drive units.

- N. **Sewer Line Root Control (Subcategory of A).** This category allows a person to use or supervise the use of restricted use pesticides to control roots in the sewer lines.
- Q. **Maintenance Gardener (Subcategory of B).** This category allows a person to use or supervise the use of restricted use pesticides and/or any other pesticides, or certain substances, methods, or devices to control pests in landscape for hire, only under the scope of a maintenance gardener pest control business license. *It does not include pest control work in areas such as on golf courses, parks, cemeteries, or similar areas. This category does not include direct application to running or standing water*

Person possessing only Category Q and working under a valid maintenance gardener pest control business license have an 8-hour continuing education requirement (includes two hours of laws and regulations every two years).

Possession of Category B requires meeting the 20 hours continuing education requirement (includes four hours of laws and regulations every two years).



### ***Who Needs It?***

Any person who uses or supervises the use of federally restricted use pesticides or State restricted materials for any purpose or on any property other than that provided by the definition of “private applicator” (3 CCR section 6000). This certificate is also required by anyone who is in the business of landscape maintenance and performs pest control that is incidental to such business. In this situation, the Qualified Applicator Certificate (QAC) holder would have to possess the Landscape Maintenance Pest Control Category on their certificate, and obtain a Maintenance Gardener Pest Control Business License.

### ***What's Required?***

- Submit an initial application fee of \$40.00 (FAC section 14152).
- Submit examination fee of \$50.00 for each exam to be taken. (FAC section 11502.5).
- Pass the Laws and Regulations Examination and at least one pest control category examination. The pest control categories available under this certificate are as follows (FAC section 14153):
  - A. Residential, Industrial, and Institutional
  - B. Landscape Maintenance
  - C. Right-of-Way
  - D. Plant Agriculture
  - E. Forest
  - F. Aquatic
  - G. Regulatory
  - H. Seed Treatment
  - I. Animal Agriculture
  - J. Demonstration and Research
  - K. Health Related
  - L. Wood Preservative (Subcategories of A and/or C)
  - M. Antifouling Tributyltin (Subcategory of A)
  - N. Sewer Line Root Control (Subcategory of A)
  - Q. Maintenance Gardener (Subcategory of B)

### ***Additional Requirements!***

- Accumulate at least 20 hours of approved continuing education every two years before certificate renewal. Four of the 20 hours must cover the topic of pesticide laws and regulations (3 CCR section 6511).
- QAC holders who have only the Maintenance Gardener Pest Control Category (Category Q) and who currently possess a valid Maintenance Gardener Pest Control Business License only need eight hours of approved continuing education. Two of the eight hours must cover the topic of pesticides and pest control laws and regulations (3 CCR section 6511).

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## **Retain for your information**

The Department of Pesticide Regulation, in accordance with the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA), follows the federal standards for certification of commercial applicators as stated in Title 40, Code of Federal Regulations. This is necessary to comply with national certification requirements for an applicator to use or supervise the use of restricted use pesticides. Therefore, our pest control category examinations for the Qualified Applicator Certificate and Qualified Applicator License reflect the standards as stated below for each pest control category.

### **Specific Standards for Competency in each Pest Control Category**

Applicators perform certain tasks specific to each pest control category, placing particular importance on specific factors in the General Standards. Such factors must be especially stressed and specifically reflected in the tests for certification. The test for a pest control category must relate to specific standards for the tasks in that pest control category. *Reference: 40CFR §171.4(c)*

### **Example**

For example, in the agricultural, plant category applicators should demonstrate practical knowledge of drift problems and prevention. It would not be expected that a seed treatment applicator would demonstrate practical knowledge in drift problems and prevention. However, a seed treatment applicator would be expected to know the types of equipment used for treating seed and precautions for preventing misuse of treated seed. *Reference: 40CFR §171.4(c)*

### **Agricultural Plant; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Crops grown;
- Specific pests of those crops for which restricted use pesticides may be applied;
- Soil and water problems resulting from using restricted use pesticides;
- Pre-harvest intervals;
- Reentry intervals; and
- Phytotoxicity.

Applicators must demonstrate competency, practical knowledge, and an understanding of the potential for:

- Environmental contamination;
- Non-target injury; and
- Community problems

Resulting from the use of restricted use pesticides in agricultural areas.

*Reference: 40CFR §171.4(c)(1)(i)*

### **Agricultural Animal; specific standards**

Applicators applying restricted use pesticides directly to animals must demonstrate competency, practical knowledge, and an understanding of:

- Such animals and their associated pests; and
- Specific pesticide toxicity and residue potential

Since host animals frequently are used for food.

Applicators must demonstrate competency, practical knowledge, and an understanding of the relative hazards associated with such factors as:

- Formulation;
- Application techniques;
- Age of animals;
- Stress; and
- Extent of treatment.

*Reference:* 40CFR §171.4(c)(1)(ii)

### **Forest; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- The types of:
  - Forests;
  - Forest nurseries;
  - Seed production; and
  - The pests involved; and
- Programming pesticide applications based on:
  - Cyclic occurrence of certain pests; and
  - Specific population dynamics.

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Relative biotic agents and their vulnerability to the pesticides to be applied;
- Control methods which will minimize the possibility of secondary problems, such as unintended effects on wildlife; and
- Proper use of specialized equipment, especially as it may relate to meteorological factors and adjacent land use.

*Reference:* 40CFR §171.4(c)(2)

### **Ornamental and Turf; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Ornamental trees;
- Shrubs;
- Plantings;
- Turf; and
- Potential phytotoxicity due to:
  - A wide variety of plant material;

- Drift; and
- Persistence beyond intended period of pest control.

Applicators must demonstrate competency, practical knowledge, and an understanding of application methods that will minimize or prevent hazards to:

- Humans;
- Pets; and
- Other domestic animals.

*Reference:* 40CFR §171.4(c)(3)

### **Seed Treatment; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Types of seeds that require chemical protection against pests; and
- Factors that influence pesticide binding and may affect germination, such as:
  - Seed coloration;
  - Carriers; and
  - Surface active agents.

Applicators must demonstrate competency, practical knowledge, and an understanding of the hazards associated with:

- Handling;
- Sorting;
- Mixing; and
- Misuse of treated seed, as well as;
- Proper disposal of unused treated seeds.

*Reference:* 40CFR §171.4(c)(4)

### **Aquatic; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- The principles of limited area application;
- Various water use situations and the potential for downstream effects; and
- The secondary effects that can be caused by:
  - Incorrect formulations; and
  - Faulty application.

Applicators must demonstrate competency, practical knowledge, and an understanding of potential pesticide effects on:

- Plants;
- Fish;
- Birds;
- Beneficial insects; and
- Other organisms that may be present in aquatic environments.

*Reference:* 40CFR §171.4(c)(5)

### **Right-of-Way; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- A wide variety of environments, including waterways;
- The nature of herbicides and the need for containment within the right-of-way area; and
- The impact of application activities in the adjacent areas and communities.

Applicators must demonstrate competency, practical knowledge, and an understanding of problems associated with:

- Runoff;
- Drift; and
- Excessive foliage destruction.

Applicators must possess the ability to recognize target organisms.

*Reference:* 40CFR §171.4(c)(6)

### **Industrial, Institutional, Structural & Health Related; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of a wide variety of pests, including:

- Life cycles;
- Types of formulations appropriate for their control; and
- Methods of applications that avoid:
  - Contamination of food;
  - Damage and contamination of habitat; and
  - Exposure of people and pets.

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Environmental conditions; and
- Specific factors which may lead to a hazardous condition involving exposure to humans, especially:
  - Babies;
  - Children;
  - Pregnant woman; and
  - Elderly people.

*Reference:* 40CFR §171.4(c)(7)

### **Public Health; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Vector disease transmission as it relates to and influences application programs; and
- The great variety of environments ranging from:
  - Streams to conditions inside of building.

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Developing control strategies based on pest:
  - Identification;

- Life cycles; and
- Habitats; and
- The importance and employment of non-chemical control methods including:
  - Sanitation;
  - Waste disposal; and
  - Drainage.

*Reference:* 40CFR §171.4(c)(7)

### **Regulatory; specific standards**

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Regulated pests;
- Applicable laws relating to:
  - Quarantine; and
  - Other regulation of pests; and
- The potential environmental impact from using restricted materials in suppression and eradication programs.

Applicators must demonstrate competency, practical knowledge, and an understanding of factors influencing:

- Introduction;
- Spread; and
- Population dynamics of relevant pests.

Applicators' knowledge shall extend beyond their immediate duties since their services are frequently required in other areas of the country where emergency measures are invoked to control regulated pests and where individual judgments must be made in new situations.

### **Demonstration and Research; specific standards**

When demonstrating the safe and effective use of pesticides to:

- Other applicators; and
- The public

Applicators must demonstrate competency, practical knowledge, and an understanding of the comprehensive standards reflecting a broad spectrum of pesticide uses.

Applicators must demonstrate competency, practical knowledge, and an understanding of:

- Problems;
  - Pests; and
  - Population levels
- Occurring in each demonstration situation since many different pest problem situations will be encountered.
- Applicators must demonstrate competency, practical knowledge, and an understanding of:
  - A pesticide-organism interaction; and
  - The importance of integrating pesticide use with other control methods.



Therefore, applicators must demonstrate competency, practical knowledge, and an understanding of the General Standards.

Applicators conducting field research or method improvement work with restricted use pesticides should be expected to know the General Standards. In addition, they shall be expected to know the Specific Standards applicable to their particular activity.

*Reference:* 40CFR §171.4(c)(10)

### **Questions**

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Call: (916) 445-4054 or (916) 445-4030  
Email: [licensing-qac@cdpr.ca.gov](mailto:licensing-qac@cdpr.ca.gov) or [licensing-qal@cdpr.ca.gov](mailto:licensing-qal@cdpr.ca.gov)

State of California  
**QUALIFIED APPLICATOR CERTIFICATE**  
**SUGGESTED STUDY MATERIAL SOURCE LIST**

REV. 01/07

DEPARTMENT OF PESTICIDE REGULATION  
PEST MANAGEMENT AND LICENSING BRANCH  
1001 I Street  
P.O. Box 4015  
Sacramento, California 95812-4015  
Phone: (916) 445-4038 Fax: (916) 445-4033  
Web site at <<http://www.cdpr.ca.gov>>

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**Retain for your information**

This list provides reference materials to help prepare for the Qualified Applicator Certificate examinations. The suggested study material listed below is for the Laws, Regulations, and Basic Principles examination, and each Pest Control Category examination. Instructions on how to order the publications can be found in the footnotes at the end of this source list.

**Disclaimer**

You are not required to purchase any of the suggested study materials. Some materials may be available to borrow from local libraries. Prices listed are subject to change and should be verified with the vendor. DPR does not endorse any product or company mentioned.

• **Laws, Regulations, and Basic Principles**

- 1 Laws and Regulations Study Guide (2001 Edition). The Department of Pesticide Regulation (DPR), sales publication code #626, the cost is \$15.00<sup>2</sup>. The publication is also available to view and/or download from DPR's Web site at <<http://www.cdpr.ca.gov/docs/license/lcpubs.htm>>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

**A Residential, Industrial, and Institutional**

- 1 Residential, Industrial, and Institutional Pest Control, Second Edition. University of California Agriculture and Natural Resources sale publication code #3334. The cost is \$30.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.
- 3 Excerpts from USDA Treatment Manual 2002-04. The Department of Pesticide Regulation (DPR), hard copy sales publication code #644 \$12.00; CD-ROM copy sales publication #645 the cost is \$5.00<sup>2</sup>. The publication is also available to view and/or download from DPR's Web site at <<http://www.cdpr.ca.gov/docs/license/lcpubs.htm>>.

**B Landscape Maintenance**

- 1 Landscape Maintenance Pest Control. University of California Agriculture and Natural Resources sale publication code #3493. The cost is \$30.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

**C Right-of-Way**

- 1 Forest and Right-of-Way Pest Control. University of California Agriculture and Natural Resources sale publication code #3336. The cost is \$30.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

## **D Plant Agriculture**

- 1 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.
- 2 Excerpts from USDA Treatment Manual 2002-04. The Department of Pesticide Regulation (DPR), hard copy sales publication code #644 \$12.00; CD-ROM copy sales publication #645 the cost is \$5.00<sup>2</sup>. The publication is also available to view and/or download from DPR's Web site at <http://www.cdpr.ca.gov/docs/license/lcpubs.htm>.

## **E Forest**

- 1 Forest and Right-of-Way Pest Control. University of California sale publication code #3336. The cost is \$30.00 plus 8.75% State sales tax, postage, and handling<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

## **F Aquatic**

- 1 Aquatic Pest Control. University of California Agriculture and Natural Resources sale publication code #3337. The cost is \$30.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

## **G Regulatory**

- 1 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.
- 2 Plant Industry Food and Agricultural Code Extracts. Food and Agricultural Code Sections are available online at <http://www.leginfo.ca.gov/cgi-bin/calawquery?codesection=fac&codebody=&hits=20>. See Division 6 and 7 on pest control operations and agricultural chemicals.
- 3 Excerpts from USDA Treatment Manual 2002-04. The Department of Pesticide Regulation (DPR), hard copy sales publication code #644 \$12.00; CD-ROM copy sales publication #645 the cost is \$5.00<sup>2</sup>. The publication is also available to view and/or download from DPR's Web site at <http://www.cdpr.ca.gov/docs/license/lcpubs.htm>.
- 4 Quarantine Commissioner's Circular and Plant Quarantine Manual. Available for review at your county agricultural commissioner's office or from the California Department of Food and Agriculture via the Internet. The Quarantine Commissioner's Circulars are posted at <http://www.cdffa.ca.gov/phpps/pe/CPTM>.
- 5 Commissioner-Department Memoranda of Understanding on Control of Injurious Field Rodents. Available from the California Department of Food and Agriculture, Integrated Pest Control Plant Health and Pest Prevention Services, 1220 N Street, Room A357, Sacramento, California 95814.

## **H Seed Treatment**

- 1 Seed Treatment. University of California sale publication code #2966. The cost is \$1.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marer, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

## **I Animal Agriculture**

- 1 Prevention and Control of Wildlife Damage. Scott E. Hygnstrom, Robert M. Timm, and Gary E. Larson. University of Nebraska Cooperative Extension. 1994. It can be found at <http://wildlifedamage.unl.edu/>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marar, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.
- 3 Common Parasites and Pest of Livestock and Poultry in California. Edmond C. Loomis. This will be sent by DPR to all applicants upon receipt and processing of the application and fees<sup>2</sup>.

## **J Demonstration and Research**

- 1 Demonstration and Research Uses of Pesticides. University of California sale publication code #9001. The cost is \$5.00 (2003)<sup>1</sup>. It is a downloadable electronic publication.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marar, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.
- 3 Research Authorization Program. This publication will be sent by DPR to all applicants upon receipt and processing of the application and fees.

## **K Health Related**

- 1 Residential, Industrial, and Institutional Pest Control Second Edition. 2006. University of California Agriculture and Natural Resources sale publication code #3334. The cost is \$30.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marar, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.
- 3 Any textbook dealing with community pests and related vector control.

## **L Wood Preservation (Subcategory of A and C)**

- 1 Wood Preservation. University of California sale publication code #3335 (Est. 1992). The cost is \$15.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marar, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

## **M Antifouling Paints or Coatings Containing Tributyltin (Subcategory of A)**

- 1 Tributyltin (TBT). Title 3, California Code of Regulations chapter 6, subchapter 2, group 4, article 1. Will be sent by DPR to all applicants upon receipt and processing of the application and fees.
- 2 Certification Training for Safe Handling and Use of Antifouling Paints Containing TBT. Sale publication. The cost is \$8.00<sup>2</sup>.

## **N Sewer Line Root Control (Subcategory of A)**

- 1 Sewer Line Pest Control. Sale publication. The cost is \$10.00. This publication is available from the Department of Pesticide Regulation (DPR)<sup>1</sup>. The publication is also available to view and/or download from DPR's Web site at [www.cdpr.ca.gov](http://www.cdpr.ca.gov).

## **Q Maintenance Gardener (Subcategory of B)**

- 1 Landscape Maintenance Pest Control. University of California Agriculture and Natural Resources sale publication code #3493. The cost is \$30.00<sup>1</sup>.
- 2 The Safe and Effective Use of Pesticides Second Edition. Patrick J. O'Connor-Marar, 2000. University of California Agriculture and Natural Resources sale publication code #3324. The cost is \$35.00<sup>1</sup>.

## Supplemental Reading

Although the examinations are constructed using information primarily from the sources cited above, the publications listed below may provide supplemental information for persons preparing to take the QAC examinations.

Harvest Aid Materials and Practices for California Cotton. University of California Agriculture and Natural Resources sale publication code #4043. The cost is \$5.00<sup>1</sup>.

Herbicide Handbook of the Weed Science Society of America (7th Edition). Authored and Published by the Weed Science Society of America. Sale publication. The cost is \$35.00. This publication can be purchased through the Web site at <<http://www.amazon.com/>> and bookstores. This book may be available at libraries.

IPM in Practice Principles and Methods of Integrated Pest Management. M. L. Flint and P. Gouveia, 2001. University of California Agriculture and Natural Resources sale publication code #3418. The cost is \$30.00<sup>1</sup>.

Natural Enemies Handbook. The Illustrated Guide to Biological Control. 1998. University of California Agriculture and Natural Resources sale publication code #3386. The cost is \$35.00<sup>1</sup>.

Pests of Landscape Trees and Shrubs. University of California Agriculture and Natural Resources sale publication code #3359. The cost is \$42.00<sup>1</sup>.

Plant Growth Regulators. University of California Agriculture and Natural Resources sale publication code #4047. The cost is \$7.00<sup>1</sup>.

Plants Indoors. Their Care and Feeding. University of California Agriculture and Natural Resources sales publication code #2941. The cost is \$1.50<sup>1</sup>.

Weeds of California and Other Western States. Joseph M. DiTomaso and Evelyn A. Healy, 2007. University of California Agriculture and Natural Resources sale publication #3488. The cost is \$100.00<sup>1</sup>.

Principles of Weed Control Third Edition. 2002. University of California Agriculture and Natural Resources sale publication code #3504. The cost is \$85.00<sup>1</sup>.

Turfgrass Pest Management Guidelines. University of California Agriculture and Natural Resources sale publication code #3365T. The cost is \$5.00<sup>1</sup> or publication can be downloaded via the Internet at <http://www.ipm.ucdavis.edu/PMG/selectnewpest.turfgrass.html>.

Weeds of the West. 2000. University of California Agriculture and Natural Resources sale publication code #3350. The cost is \$35.00<sup>1</sup>.

Wildlife Pest Control Around Gardens and Homes, Second Edition. 2006. University of California Agriculture and Natural Resources sale publication code #21385. The cost is \$25.00<sup>1</sup>.

### **Footnotes - How to Obtain Study Materials**

1. This publication can be ordered by writing or calling one of the following locations: Communication Services - Publications, Agriculture and Natural Resources, University of California, 6701 San Pablo Avenue, 2<sup>nd</sup> Floor, Oakland, California 94608-1239, or by telephone at 1 (800) 994-8849 (within California) or by telephone at (510) 642-2431 or 1-800-994-8849 or online at <http://www.anrcatalog.ucdavis.edu>; or the local county farm advisor's office (University of California Cooperative Extension).
2. This publication can be ordered from the Department of Pesticide Regulation, P.O. Box 4015, Sacramento, California 95812-4015. Please make check or money order payable to: Cashier, Department of Pesticide Regulation. State sales tax is already included.

This schedule is for Agricultural Pest Control Adviser, Pest Control Aircraft Pilot, Designated Agents, Qualified Applicator License, and Qualified Applicator Certificate.

## INSTRUCTIONS - IMPORTANT - PLEASE READ

### EXAMINATION SCHEDULING

1. You must submit your completed application with appropriate fees **POSTMARKED** by the **FINAL FILING DATE** for the examination(s) and date that you have requested. If the application is **POSTMARKED after the final filing date**, you will be contacted by mail to reschedule the examinations.
2. Please complete the section on the application asking for the **Location and Month** in which you have selected to take your examination(s). For example, to take an examination in Modesto on April 24, 25 you would write "Modesto" for the Examination Site Location and "April" for the Examination Month.
3. Incomplete applications and fees will delay the processing of your application. It may result in you not being scheduled for the examination date and location that you requested.

### EXAMINATION SCHEDULE IN SACRAMENTO

1. Examinations are being provided more frequently in Sacramento and will be given in the months of January, February, March, May, July, August and October.
2. **No examinations will be given in November and December due to the processing of license and certificate renewal applications.**
3. Examination seating is limited; scheduling is on a first-come, first-served basis. Therefore, even if you meet the final filing date for the examination, you may not be scheduled. Please submit the application and fees as soon as possible.

### EXAMINATION NOTICE

1. At least two weeks prior to the examination date, you will be notified by mail of the examination location, address, date, and time. If you do not receive an Examination Notice one week prior to the examination date, please call (916) 445-4038.
2. Once you receive your Examination Notice, please review it for any errors such as wrong license type, category, examination location and date, name, etc. as **no changes will be made at the testing site**. Immediately notify our office by calling (916) 445-4038.
3. To change the Date, Examination(s) or Location you originally requested on your application: call (916) 445-4038 or fax your written request to (916) 445-4033 by the final filing date.

NOTE: The Department assigns examination locations and dates. The Department will not conduct examinations during all of the days reserved for the examination location, unless the number of persons scheduled for the location warrants it. Therefore, you will be scheduled for only one of the days reserved for the location. We are unable to accommodate exam and location changes after the **FINAL FILING DATE**.

Exam Location	Exam Dates - 2007									
	January	February	March	April	May	June	July	August	September	October
				April 10, 11, 12 Final filing date: 3/15/2007		June 26, 27, 28 Final filing date: 5/30/2007				October 23, 24, 25 Final filing date: 9/26/2007
									September 11, 12 Final filing date: 8/15/2007	
									September 5,6 Final filing date: 8/8/2007	
		February 21, 22 Final filing date: 1/22/2007				June 19, 20 Final filing date: 5/22/2007				
				April 24, 25 Final filing date: 3/27/2007					September 19, 20 Final filing date: 8/23/2007	
						June 5, 6 Final filing date: 5/9/2007				
	January 3, 4, 5 Final filing date: 12/15/2006	February 14, 15 Final filing date: 1/17/2007	March 14, 15, 16 Final filing date: 2/22/2007		May 16,17 Final filing date: 4/20/2007		July 17, 18, 19 Final filing date: 6/22/2007	August 21, 22, 23 Final filing date: 7/27/2007		October 16, 17 Final filing date: 9/19/2007
				April 17, 18 Final filing date: 3/20/2007						October 16, 17 Final filing date: 9/19/2007
		February 6, 7 Final filing date: 1/8/2007							September 11, 12 Final filing date: 8/15/2007	
		February 7, 8 Final filing date: 1/9/2007				June 12, 13 Final filing date: 5/16/2007				
				April 18 Final filing date: 3/20/2007						



## VISA / MASTERCARD TRANSACTION



### INSTRUCTIONS:

1. For conducting transactions using VISA or MasterCard only. No other cards are accepted.
2. Complete **ALL** cardholder information.
3. If you have any questions, please call the Licensing and Certification Program at (916) 445-4038.
4. Mail your completed application with this form to the appropriate address below:

Licensees:

ATTN: Cashier  
Department of Pesticide Regulation  
P.O. Box 4015  
Sacramento, CA 95812-4015

Continuing Education Sponsors:

Cashier  
ATTN: CE  
Department of Pesticide Regulation  
P.O. Box 4015  
Sacramento, CA 95812-4015

5. **DO NOT FAX** this form to DPR

NAME OF CARDHOLDER (NAME APPEARING ON THE BANK CARD)												CHECK ONE <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard		TODAY'S DATE			
BANK CARD NUMBER (16 DIGITS)																BANK CARD EXPIRATION DATE	TOTAL AMOUNT OF PAYMENT \$ .
																	TELEPHONE NUMBER ( )

SIGNATURE OF CARDHOLDER (NAME APPEARING ON THE BANK CARD)

FOR PAYMENT OF:

NAME OF LICENSEE OR SPONSOR

MAILING ADDRESS (Street or P.O. Box Number)

(City, State, and ZIP Code)

(DEPARTMENT USE ONLY) - ENTERED ON POS BY:	TODAY'S DATE	DATE MAILED	BY
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## **California Environmental Protection Agency**

### **Customer Service Survey**

Our goal is to provide you with the best possible customer service. Your feedback telling us what is going well and what needs improvement is essential to our success to better serve you. We ask that you take a moment to complete the electronic customer service survey form at [www.calepa.ca.gov/Customer/CSForm.asp](http://www.calepa.ca.gov/Customer/CSForm.asp). To assure that we receive your comments, please select “Department of Pesticide Regulation” and “Division of Pest Mgmt, Environmental Monitoring, Enforcement & Licensing” on the survey form. If you do not have access to the Internet and our electronic Customer Service Survey form, please feel free to write us at:

California Department of Pesticide Regulation  
Pest Management and Licensing Branch  
P.O. Box 4015  
Sacramento, CA 95812-4015

Thank you for your feedback.